FEATURE

1998 MAGAZINE INDEX

Michigan Health & Hospitals articles by subject

CUSTOMER SERVICE ISSUES

"Are They Patients or Customers?" Mayer, Thom A. and Robert J. Cates. 34.5 (1998): 37.

"Consumers are Driving Change." D'Amaro, Richard and Cheryl Lippert. 34.5 (1998): 18.

"Focus, Focus, Focus." Ninemeier, Jack D. 34.2 (1998): 26.

"Greater Value for Your Dollar." Lorsbach, Barbara Harness. 34.3 (1998): 20.

"How to Keep Your Customers." Putnam, Howard D. 34.6 (1998): 32.

"The 85/15 Formula." Gee, Bobbie. 34.4 (1998): 56.

"Welcome Home." Hayward, Ken. 34.1 (1998): 25.

EDITORIALS

"A Critical Call to Make." Stack, R. Timothy. 34.2 (1998): 54.

"A Square Peg in a Round Hole." Johnson, Spencer. 34.1 (1998): 46.

"A Step in the Right Direction." Dextrom, Patricia A. 34.5 (1998): 7.

"Bragging Rights." Dextrom, Patricia A. 34.4 (1998): 7.

"How We Build Healthy Communities." Johnson, Spencer. 34.4 (1998): 78.

"Leading by Following." Johnson, Spencer. 34.5 (1998): 54.

"Life as a Homebody." Dextrom, Patricia A. 34.2 (1998): 7.

"No New Math Needed." Dextrom, Patricia A. 34.3 (1998): 7.

"Taking the Plunge." Dextrom, Patricia A. 34.1 (1998): 7.

"The 'Health' in Healthy Communities." Johnson, Spencer. 34.6 (1998): 46.

"The Right Perspective on Data." Johnson, Spencer. 34.3 (1998): 54.

"The Vote is In." Dextrom, Patricia A. 34.6 (1998): 7.

EXECUTIVE/TRUSTEE ISSUES

"Boards Played Defining Role." Damore, Joseph F. and Joseph L. Wald. 34.3 (1998): 40.

"Candor Can be Good News." Barnaby, Steve. 34.2 (1998): 30.

"Corporate Compliance." Commins, Kimberly. 34.1 (1998): 14.

"Determining Our Own Fate." Wright, Rick. 34.1 (1998): 24.

"Exploring Integrative Medicine." Prins, Donna. 34.6 (1998): 33.

"Getting the Green Light." Size, Tim. 34.1 (1998): 22.

"Hospital CEOs Share Lessons." Cohen, Mary B. 34.5 (1998): 40.

"The Mission is the Message." Totten, Mary K. 34.4 (1998): 20.

"Who Lives Across the Street?" McGowan, Andrew J. 34.5 (1998): 32.

FINANCIAL ISSUES

"Disease Management." Casserly, Cindy. 34.1 (1998): 34.

"How to Hire a Money Manager." Dixon, Mark and Sonja Forrer. 34.4 (1998): 66.

"Learning from Others." Benton, Peter. 34.1 (1998): 8.

"Making Economic Headlines." Ellis, Eileen. 34.1 (1998): 18.

"Rightsizing for Financial Health." Wakeman, Daniel L. 34.1 (1998): 21.

"You Gotta Get Ready!" Abbey, Duane C. 34.1 (1998): 16.

FEATURE

1998 MAGAZINE INDEX

Michigan Health & Hospitals articles by subject

CUSTOMER SERVICE ISSUES

"Are They Patients or Customers?" Mayer, Thom A. and Robert J. Cates. 34.5 (1998): 37.

"Consumers are Driving Change." D'Amaro, Richard and Cheryl Lippert. 34.5 (1998): 18.

"Focus, Focus, Focus." Ninemeier, Jack D. 34.2 (1998): 26.

"Greater Value for Your Dollar." Lorsbach, Barbara Harness. 34.3 (1998): 20.

"How to Keep Your Customers." Putnam, Howard D. 34.6 (1998): 32.

"The 85/15 Formula." Gee, Bobbie. 34.4 (1998): 56.

"Welcome Home." Hayward, Ken. 34.1 (1998): 25.

EDITORIALS

"A Critical Call to Make." Stack, R. Timothy. 34.2 (1998): 54.

"A Square Peg in a Round Hole." Johnson, Spencer. 34.1 (1998): 46.

"A Step in the Right Direction." Dextrom, Patricia A. 34.5 (1998): 7.

"Bragging Rights." Dextrom, Patricia A. 34.4 (1998): 7.

"How We Build Healthy Communities." Johnson, Spencer. 34.4 (1998): 78.

"Leading by Following." Johnson, Spencer. 34.5 (1998): 54.

"Life as a Homebody." Dextrom, Patricia A. 34.2 (1998): 7.

"No New Math Needed." Dextrom, Patricia A. 34.3 (1998): 7.

"Taking the Plunge." Dextrom, Patricia A. 34.1 (1998): 7.

"The 'Health' in Healthy Communities." Johnson, Spencer. 34.6 (1998): 46.

"The Right Perspective on Data." Johnson, Spencer. 34.3 (1998): 54.

"The Vote is In." Dextrom, Patricia A. 34.6 (1998): 7.

EXECUTIVE/TRUSTEE ISSUES

"Boards Played Defining Role." Damore, Joseph F. and Joseph L. Wald. 34.3 (1998): 40.

"Candor Can be Good News." Barnaby, Steve. 34.2 (1998): 30.

"Corporate Compliance." Commins, Kimberly. 34.1 (1998): 14.

"Determining Our Own Fate." Wright, Rick. 34.1 (1998): 24.

"Exploring Integrative Medicine." Prins, Donna. 34.6 (1998): 33.

"Getting the Green Light." Size, Tim. 34.1 (1998): 22.

"Hospital CEOs Share Lessons." Cohen, Mary B. 34.5 (1998): 40.

"The Mission is the Message." Totten, Mary K. 34.4 (1998): 20.

"Who Lives Across the Street?" McGowan, Andrew J. 34.5 (1998): 32.

FINANCIAL ISSUES

"Disease Management." Casserly, Cindy. 34.1 (1998): 34.

"How to Hire a Money Manager." Dixon, Mark and Sonja Forrer. 34.4 (1998): 66.

"Learning from Others." Benton, Peter. 34.1 (1998): 8.

"Making Economic Headlines." Ellis, Eileen. 34.1 (1998): 18.

"Rightsizing for Financial Health." Wakeman, Daniel L. 34.1 (1998): 21.

"You Gotta Get Ready!" Abbey, Duane C. 34.1 (1998): 16.

HEALTH CARE ISSUES

"A Caring Presence." Stockwell, Susan. 34.6 (1998): 30.

"Analysis and Assessment." Crafton, Mark. 34.3 (1998): 18.

"A Plague on Both Your Houses." Sheehy, Barry and Ellen Bolch and Carl Rosengart. 34.4 (1998): 36.

"A Product Consumers Really Want." Buron, Kevin. 34.6 (1998): 16.

"Clinical Program Integration." Spallina, Joseph M. 34.5 (1998): 30.

"Going Green by Reducing Red." Zanoni, Pier. 34.2 (1998): 38.

"Health Care of the Future." Javorek, Judeth and Anthony Tersigni. 34.2 (1998): 28.

"Health in Michigan Communities." Struthers, Nancy. 34.3 (1998): 24.

"Home Care at a Crossroad." Larson, Brent L. 34.2 (1998): 40.

"Home, Risky Home." Gale, Jane. 34.2 (1998): 37.

"Life's Little Miracles." Dicks, Linda. 34.2 (1998): 18.

"Looking at the Alternatives." Dicks, Linda. 34.6 (1998): 8.

"Measuring Quality of Care." Warden, Gail L. 34.6 (1998): 24.

"Meeting the ORYX Challenge." Rosen, Laurence S. 34.3 (1998): 44.

"Mergers — True Integrations." Shaw, Donald and Penny Vigneau and Carolyn Hope Smeltzer. 34.3 (1998): 15.

"Mergers —True Integrations." Vigneau, Penny and Donald Shaw and Carolyn Hope Smeltzer. 34.4 (1998): 26.

"Overcoming a Silent Challenge." Dimon, Elise. 34.3 (1998): 14.

"The Hospitality in Hospital." Scott, Mark D. 34.4 (1998): 46.

"The Mecca of Care." Bruce, Sandra Bennett. 34.2 (1998): 8.

"The Wonderful World of Disney." Peters, Brian. 34.2 (1998): 22.

"Ways to Redefine Health." Howell, Linde F. 34.5 (1998): 22.

HEALTHY COMMUNITY/COMMUNITY BENEFIT ISSUES

"Beyond Good Intentions." Sigmond, Robert M. 34.4 (1998): 14.

"Building Healthy Communities." Hulteen, Marlene. 34.4 (1998): 8.

"Community Benefits are Key." Sigmond, Robert M. 34.5 (1998): 42.

"Community Benefit Planning." Sigmond, Robert M. 34.6 (1998): 22.

"Getting the Goods." Matheny, Patsy. 34.4 (1998): 16.

"How to Communicate Value." Hulteen, Marlene. 34.3 (1998): 8.

"It's All About Relationships." Work, Floy. 34.4 (1998): 42.

"Kneading Relationships." Hewitt, David. 34.1 (1998): 30.

"Lead, Follow, then Step Aside." Jenks, Lyn. 34.5 (1998): 12.

"Making a Better Place to Live." Russell, John A. 34.4 (1998): 48.

"Results Outside the Walls." Weiss, Rhoda. 34.4 (1998): 22.

"What Makes a Healthy City." Adams, Chris. 34.5 (1998): 8.

HUMAN RESOURCES ISSUES

"A Return to Productivity." Haynes, Thomas L. 34.4 (1998): 30.

"At-Will Employment Status." O'Connor, Stephen. 34.4 (1998): 58.

"Don't Be Caught Napping." O'Connor, Stephen. 34.5 (1998): 44.

"Foot-in-Mouth Disease." O'Connor, Stephen. 34.2 (1998): 13.

"'Lie-Ability' in Hiring." O'Connor, Stephen. 34.6 (1998): 15.

"Seasoned Citizens." O'Connor, Stephen. 34.3 (1998): 21.

"The ADA." O'Connor, Stephen. 34.1 (1998): 15.

LEGAL ISSUES

"An Age Old Debate." Sparks, John R. 34.3 (1998): 22.

"Are Off-Labels Legal?" Price, Elizabeth C. 34.6 (1998): 20.

"Health Care Fraud." Steiner, John. 34.1 (1998): 26.

"Hospital Joint Ventures." Burns, Lawrence P. 34.4 (1998): 32.

"Legal Issues in Telemedicine." Willmarth, Mark D. 34.2 (1998): 14.

"New OIG and DOJ Guidelines." Sparks, John R. 34.5 (1998): 16.

"Raising the Standard." Burns, Lawrence P. 34.2 (1998): 25.

"Stark II Proposed Regulations." Commins, Kimberly. 34.3 (1998): 36.

"Stark II Proposed Regulations." Wachler, Andrew B. and Phyllis A. Avery. 34.3 (1998): 37.

"Taking an Alternative Risk." Sveska, Kim J. 34.6 (1998): 26.

"The Conversion Phenomenon." Sparks, John R. 34.1 (1998): 32.

"The Quest for Clarity." Burns, Lawrence P. 34.6 (1998): 28.

LONG-TERM CARE/SENIOR ISSUES

"How to Care for Seniors." Galaviz, Caroline A. and Maureen A. Mickus. 34.6 (1998): 34.

"Starting with Seniors." Habel, Nancy Combs. 34.4 (1998): 60.

"Who Will Care for Me?" Latiolais, Laura Packard. 34.2 (1998): 32.

MEMBER PROFILES

"A Direct Connection." Dlugopolski, Stephanie. 34.2 (1998): 44.

"A Family-Friendly Focus." Rust, Betsy V. 34.2 (1998): 36.

"A Zero Tolerance for Violence." Motschenbacher, Stephanie. 34.5 (1998): 26.

"Creating a Formidable Force." Baumkel, Julie A. 34.5 (1998): 24.

"Hope Instead of Homelessness." Spence, Donna. 34.1 (1998): 36.

"Keys to Organ Donation." Couzens, Jeff. 34.4 (1998): 28.

"Learning to Fly." Stack, R. Timothy and Frank J. Sardone. 34.5 (1998): 17.

"Ludwig Community Benefit Award Winners." Mirasola, Sherry. 34.5 (1998): 34.

"Reach Out and Read." Holtrop, Teresa. 34.6 (1998): 14.

"Seniors Enjoy Smoother Access." O'Grady, Becky. 34.1 (1998): 37.

"There's No Place like Home." Roan-Wismer, Joanne and Deborah Iaquinto. 34.2 (1998): 10.

"Two Strongs Do Make a Right." Gianiodis, Eileen C. 34.3 (1998): 35.

MHA

"Building Healthy Communities." Mirasola, Sherry. 34.5 (1998): 38.

"Past Chairmen of the MHA." 34.4 (1998): 52.

"Past Goals/Future Challenges." Steinmetz, Hazel and Jean Fuller. 34.4 (1998): 50.

"Serving as Citizen Legislators." Nichols, Judy M. and Sean Gehle. 34.5 (1998): 14.

"The Michigan Hospital Report." Sonneborn, Mark. 34.3 (1998): 42.

PHYSICIAN ISSUES

"Mechanical or Healing Art?" Siegel, Bernie. 34.4 (1998): 40.

"Teaching an Old Dog New Tricks." Greider, Barbara. 34.1 (1998): 12.

"Using the Old with the New." Defever, Keith S. 34.6 (1998): 10.

TECHNOLOGY ISSUES

"Conference Calling." Kaiser, Fred. 34.4 (1998): 68.

"Data Networking." Kaiser, Fred. 34.3 (1998): 34.

"Help for the Rural Provider." Kaiser, Fred. 34.2 (1998): 17.

"Look Who's Calling." Kaiser, Fred. 34.1 (1998): 20.

"Maximizing Internet Access." Kaiser, Fred. 34.5 (1998): 28.

"Prepaid Convenience." Kaiser, Fred. 34.6 (1998): 29.

"Taking Care of the Y2K Bug." Paskavitz, Michael R. 34.3 (1998): 12.

"Y2K — Not Just a Computer Issue." Rowland, Craig R. and Anne O. Cauley. 34.3 (1998): 32.